CHIEF INFORMATION OFFICER

GRADE: SAII   **FMLA: EXEMPT**

CHARACTERISTICS OF CLASS:

The Chief Information Officer performs complex professional and administrative work in directing the City's initiatives and programs in these areas. This position is responsible for the overall direction, administration and management of all functions of the Department of Information and Technology in support of all other departments and operations in the City including providing information and technology leadership, strategic plan development, creating and sustaining a customer driven orientation for support work and service delivery, strategically utilizing information technology to meet the vision and goals of the City's elected officials and the service and operational mandates established by the City Manager, etc.   Substantial independent judgement is allowed with the work being reviewed by the City Manager. As a member of the senior management team assists the City Manager and other team members in the strategic management process. This position requires continuing contacts involving negotiations, sense of timing and handling of difficult relationships. The physical work is light in nature requiring considerable mental effort and stress and has major responsibility for work which effects overall agency service delivery subject to broad policy and general management guidance.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Plans, organizes, directs, leads and participates as necessary in City-wide information and technology services including:
- Providing consulting services to departments to identify their technology needs as well as opportunities for leveraging technology across departments;
- Educating City staff on existing and new technologies that can be used to enhance operations and service delivery;
- Creating strategic plans and budgets for the acquisition, procurement, and deployment of technology;
- Directing the acquisition, installation and operation of information and telecommunications hardware and software;
- Leading technology service delivery to the City through automated applications, an adequate desktop computer environment for staff, and a communications network infrastructure that provides for reliable transfer of information within and between City facilities, and with external agencies and networks;
- Identifying the staffing needs of the Department of Information and Technology; directing the activities of the technology staff, ensuring staff have adequate training, and opportunities for professional growth;
- Guiding the City's Year 2000 Compliance Program;
- Convening and leading interdepartmental teams to address the continuously evolving technology needs of the City;
- Integrating the City's technology effort with that of the community-driven technology vision statement as articulated in "***Imagine Rockville: Shaping the Future***";
- Coordinating with adjacent municipalities, county and state governments, and other entities such as community colleges and universities to best leverage technology for Rockville citizens and the business community.
- Performing a variety of other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university supplemented by achievement of a Master's degree in Computer Science or a closely related field and five years of progressively responsible supervisory and management experience in Electronic Information and Technology programs including state of the art uses of information technology, telecommunications, and team leadership in a senior management capacity and experience working with outside vendors and implementing large scale automation projects.

Preferred Knowledge, Skills and Abilities:

- Comprehensive knowledge of planning, programming, budget regulations, and contract and procurement functions;

- Comprehensive knowledge of the current practices and trends in information and telecommunications technology.
- Excellent communication skills including ability to present complex technological concepts in a clear, understandable manner.
- Proven ability in advanced management principles, practices, organizational theory, and techniques of analysis and evaluation.